


REMARKS

The amendments to the specification are clerical in nature and do not add new matter. Therefore, Applicants respectfully request entry of the forgoing Amendment.

Respectfully submitted,

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VERSION WITH MARKINGS TO SHOW CHANGES MADE

IN THE SPECIFICATION:

Please amend paragraph [01], page 1, as follows:

The present invention claims the benefit of priority under 35 U.S.C. § 119(e) to United States Provisional Patent Application Number 60/263,222 of *Diemer et al.*, entitled “[ON-LINE SERVICING SYSTEM] On-Line Servicing System,” filed on January 23, 2001 [and is related to the following commonly owned co-pending United States Patent Applications to *Felkey et al.*, filed herewith, entitled: (1) “GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE,” Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003 and (2) “METHOD AND SYSTEM FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE,” Serial No. xx/xxx,xxx, Atty. Dock. No 09710-1116/WMA-01-001, the entire contents of all of which are incorporated herein by reference].

Please amend paragraph [33], page 8, as follows:

The system 300 and the telecommunications service procurement system 310 are further described in the commonly owned co-pending United States Patent Application No. 10/051,282 [to *Felkey et al.*], filed January 22, 2002 [herewith], entitled “Method And System For Procuring Telecommunications Services On-Line” [“METHOD AND SYSTEM FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE,” Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1116/WMA-01-001]. The system 300 includes software integration, which is further described herein with respect to Figures 5-6.

Please amend paragraph [35], page 9, as follows:

Similarly, the customers 302, 304 or 306 may order telecommunications products and/or services on-line via a customer GUI (not shown) running on the devices 302a, 304a and 306a over the communications network 308. The back office GUI and the customer GUI are further described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, “Graphical User Interface for Procuring Telecommunications Services On-Line” [to *Felkey et al.*, filed herewith, entitled “GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE,” Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003].

Please amend paragraph [45], page 12, as follows:

The web tier 502 is responsible for delivering web content 512 (e.g., HyperText Markup Language (HTML) pages, static content, images, Javascript scripts and cascading style sheets, etc) to the client machines 302a, 304a and 306a and 314a and 316a of Figure 3. A customer graphical user interface (GUI) is provided for the client machines 302a, 304a and 306a over the communications network 308 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, "Graphical User Interface for Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003].

Please amend paragraph [46], page 12, as follows:

A back office graphical user interface (GUI) is provided for the client machines 314a and 316a over the communications network 312 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, "Graphical User Interface for Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1123/WMA-01-003]. The swivel chair 316 and the customer service 314 personnel can perform swivel chair/back office functions via the back office GUI.

Please amend paragraph [53], page 13, as follows:

The system 310 is further described in the commonly owned co-pending United States Patent Application No. 10/051,282, filed January 22, 2002, entitled "Method And System For Procuring Telecommunications Services On-Line" [to *Felkey et al.*, filed herewith, entitled "METHOD AND SYSTEM FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. xx/xxx,xxx, Atty. Dock. No. 09710-1116/WMA-01-001].